

## MTC Nexus Membership Project Team State Contact Process

First step – send letter to identified contact person, including basic information about National Nexus Program – over Lennie’s signature

Second step – follow up with contact person (or referral) for appointment to go over questions

Third step – telephone interview of contact person

Fourth step – report back from telephone interviews

Draft letter to states that have participated in the past: AK, CA FTB, CA SBE, WY, ME, RI, OH

Letter to be personalized to the state or agency being contacted.

Dear [contact name],

The Nexus Committee of the Multistate Tax Commission is working on a project to increase state participation in the National Nexus Program. The purpose of this letter is to inform you about the project, and to ask whether you are the best person in your agency to answer a few questions during a telephone interview. If someone else is a better contact for us, please share this letter with that person.

Your state participated in the National Nexus Program in the past. Our project team would like to learn why your state ended that participation, and what factors might influence your state to consider rejoining the program. We will use the information we gather to help us evaluate the services we offer to the states.

The primary activities of the National Nexus Program are to provide training to state personnel on nexus-related issues and to administer the national Voluntary Disclosure Program. During the time that [STATE NAME] participated in the National Nexus Program, your staff participated in [NUMBER] training programs. Your state also had [NUMBER] taxpayers file tax returns for the first time through the VDP, and received \$XXX in additional revenue as a result of those filings.

Within the next two weeks, a member of our project team will follow up with you to arrange a time for a telephone interview. We would appreciate it if you would let us know whether you or someone else in your agency would be the best person for us to talk to about why your state no longer participates in the National Nexus Program. Please contact Tom Shimkin, National Nexus Program Director at (202) 695-8139 or [tshimkin@mtc.gov](mailto:tshimkin@mtc.gov), to provide contact information for the most appropriate person for us to talk to.

Thank you in advance for your assistance.

Sincerely,

Lennie Collins, Chair  
MTC Nexus Committee

Questions for states that participated in the past, but do not participate now.

Introductory comments:

Information about the membership project; state-specific information about past participation if available. Confirm that the person is the most knowledgeable about past participation and the state's decision to stop participating. Assure the person that we will not publicly attribute ANY particular responses to any particular state or individual.

Specific questions:

1. What is your general observation about your state's participation in the National Nexus Program in the past?
  - a. Did your state see its participation as useful?
  - b. If so, what was useful?
  - c. If not, what was missing that would have been useful?
2. Was there anything in particular that caused your state to stop participating in the NNP?
  - a. Budget issues
  - b. ROI
  - c. Other reasons
3. Did your state send people to any of the Nexus schools/training programs?
  - a. If so, was that training useful?
  - b. If not, why not?
4. What experience did your state have with the Voluntary Disclosure Program?
  - a. Was the VDP useful to your state?
  - b. If not, why not?
5. Were there any problems with your state's participation in the VDP?
  - a. Not enough ROI
  - b. Complicated process
  - c. Not enough taxpayer information
  - d. Other problems or issues
6. What qualities or services would make the NNP more attractive to your state?
7. Anything else you would like to share with us about NNP or MTC?

Thank you for your time! We will be collecting and consolidating all of the information we gather into a report to the Nexus Committee. Would you be interested in receiving a copy of our report?

Draft letter to states that have never participated in NNP: DE, IL(?), IN, MISS, NV, NY, PA, VA

Letter to be personalized to the state or agency being contacted.

Dear [contact name],

The Nexus Committee of the Multistate Tax Commission is working on a project to increase state participation in the National Nexus Program. The purpose of this letter is to inform you about the project, and to ask whether you are the best person in your agency to answer a few questions during a telephone interview. If someone else is a better contact for us, please share this letter with that person.

Your state has not participated in the National Nexus Program. Our project team would like to learn why your state does not participate, and what factors might influence your state to consider joining the program. We will use the information we gather to help us evaluate the services we offer to the states.

The primary activities of the National Nexus Program are to provide training to state personnel on nexus-related issues and to administer the national Voluntary Disclosure Program. [TOM to provide narrative].

Within the next two weeks, a member of our project team will follow up with you to arrange a time for a telephone interview. We would appreciate it if you would let us know whether you or someone else in your agency would be the best person for us to talk to about why your state does not participate in the National Nexus Program. Please contact Tom Shimkin, National Nexus Program Director at (202) 695-8139 or [tshimkin@mtc.gov](mailto:tshimkin@mtc.gov), to provide contact information for the most appropriate person for us to talk to.

Thank you in advance for your assistance.

Sincerely,

Lennie Collins, Chair  
MTC Nexus Committee

## Questions for states that have never participated

### Introductory comments:

Information about the membership project. Confirm that the person is the most knowledgeable about the state's reasons for not participating. Assure the person that we will not publicly attribute ANY particular responses to any particular state or individual.

### Specific questions:

1. Are you familiar with the MTC and the National Nexus Program?  
[If NOT – brief educational information]

Your state has not participated in the National Nexus Program, based on the records we have.

2. What are the reasons for your state's decision not to participate?
  - a. Didn't know about the program
  - b. Budget issues
  - c. Don't see a benefit [try to get specifics]
  - d. Other reasons
3. Are there any services that the NNP could offer that would be attractive to your state?  
If so, what services?
3. Would your state send people to any of the Nexus schools/training programs?
  - a. If not, why not?
4. Would your state participate in the Voluntary Disclosure Program?
  - a. If not, why not?
6. What qualities or services would make the NNP attractive to your state?
7. Anything else you would like to share with us about NNP or MTC?

Thank you for your time! We will be collecting and consolidating all of the information we gather into a report to the Nexus Committee. Would you be interested in receiving a copy of our report?